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DEPARTMENT OF HEALTH SERVICES
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January 26, 2005

TO: Each Supervisor

FROM: Thomas L. Garthwaite, M.D.
Director and Chief Medical Officer

SUBJECT: **WORKFORCE DEVELOPMENT PROGRAM – FY 2004-05, SECOND QUARTER REPORT**

At its May 22, 2001 meeting, the Board directed the Department to prepare quarterly reports on the Workforce Development Program ("WDP"). The attached report covers the second quarter of Fiscal Year 2004-05; October 1, 2004 through December 31, 2004. Some of the training highlights include:

- Thirty-two employees continued attending their Registered Nurse training at El Camino Community College.
- A combined total of twenty-eight employees continue with their training to become Licensed Vocational Nurses at LAC+USC's School of Nursing and Allied Health and at Olive View/UCLA Medical Center.
- Five employees completed their Licensed Vocational Nurse (LVN) training in October 2004. The employees were provided with a review NCLEX-LVN course and will be scheduled to take the State exam for LVN licensure.
- Six of the ten students who graduated from the LVN-to-RN program at East Los Angeles Community College have taken the State RN licensure exam. Three passed the exam and the other three are pending completion of additional school requirements prior to being issued their license.

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- Twenty-six nurses, who provide care to monitored patients, attended a three-day course on Basic Dysrhythmia (EKG) at Harbor-UCLA Medical Center.
- A combined total of fifty-six employees completed pre-requisite courses in Anatomy, Microbiology, and Physiology at El Camino, East Los Angeles, and Los Angeles Valley Community Colleges.
- A combined total of eighty-four employees completed a Basic Computers course at various Department of Health Services facilities.
- A combined total of seventy-two employees completed a 12-week Basic Spanish course. The instruction was conducted at several DHS facilities.

Additional information is provided in the attached report. Please let me know if you have any questions or concerns. Diane Factor, the Director of WDP, is available to your staff for questions. She may be reached at (213) 639-2221.

TLG:DF:ad
d/secondquarterreport.mem

Attachment

c: Chief Administrative Officer
County Counsel
Executive Officer, Board of Supervisors



LA HEALTH CARE WORKFORCE DEVELOPMENT PROGRAM

Second Quarter Report

FY 2004-05

*** An Educational Partnership of the County Department of Health Services and
Service Employees International Union, Local 660**

WORKFORCE DEVELOPMENT PROGRAM

An Educational Partnership of the County's Department of Health Services and SEIU Local 660

Quarterly Report Fiscal Year 2004-05 – Second Quarter

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EXECUTIVE SUMMARY

This report summarizes the training and educational activities of the Workforce Development Program ("WDP") for the reporting period October 1, 2004 through December 31, 2004.

Major highlights for the Second Quarter include:

- Thirty-two employees continued attending their Registered Nurse training at El Camino Community College. The training is scheduled to conclude in May 2005.
- A combined total of twenty-eight employees continue with their training to become Licensed Vocational Nurses at LAC+USC Medical Center's School of Nursing and Allied Health and at Olive View/UCLA Medical Center. The training is scheduled to conclude in September 2005.
- Five employees completed their Licensed Vocational Nurse (LVN) training in October 2004 at St. Francis Medical Center. They are now being scheduled to take the State exam for LVN licensure.
- Six of the ten students who graduated from the LVN-to-RN program at East Los Angeles Community College have taken the State RN licensure exam. Three have passed and the other three are pending completion of additional school requirements prior to being issued their license. The remaining four graduates have not yet scheduled to take their exam.
- A combined total of fifty-six employees completed pre-requisite courses in Anatomy, Microbiology, and Physiology at El Camino, East Los Angeles, and Los Angeles Valley Community Colleges.
- Twenty-six nurses, who provide care to monitored patients, attended a three-day course on Basic Dysrhythmia (EKG) at Harbor-UCLA Medical Center.
- One hundred forty-five employees completed a two-day workshop on the topic of "Influencing through Communications".
- A combined total of eighty-four employees completed a Basic Computers course at various Department of Health Services (DHS) facilities.
- A combined total of seventy-two employees completed a 12-week Basic Spanish course. The instruction was conducted at several DHS facilities.

The attached report provides additional details on training and educational activities.

WORKFORCE DEVELOPMENT PROGRAM

An Educational Partnership of the Los Angeles County Department of Health Services and
Service Employees International Union Local 660

FY 2004/05 Second Quarter Report (October 1, 2004 through December 31, 2004)

Training Goal	Area of Training	Purpose	Status	Number Trained/In Training During Reporting Period
3.1	Communications	To provide portable skills for employees to provide enhanced quality services in a health care environment.	(A contract with Van Tassell Consulting, Inc. to provide up to forty (40) 2-day workshops entitled "Influencing through Communications" was approved by the Board of Supervisors on October 8, 2002.)	One Hundred forty-five employees completed the 2-day communications workshop. (To date, 2178 employees have completed the training on "Communications").
1.3	Medical Records Coders	To support the Waiver goal of compliance with Health Insurance Portability and Accountability Act.	A contract was established with Code-Link, Inc. to train laid-off DHS employees on medical records coding. A 20-week Medical Records Coder training program was initiated on September 20, 2003, with classes held on Saturdays. The training was intended to prepare the students to challenge the Certified Coding Specialist exam.	Five laid-off DHS workers completed their Medical Records Coder training program, were tutored to prepare them for the exam, and took the exam in September 2004. The results given to the student to in December showed that only one student passed the exam.

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Training Goal	Area of Training	Purpose	Status	Number Trained/In Training During Reporting Period
3.3	Basic Computers	To educate beginning computer users to learn how to effectively use and operate a computer.	In the 2 nd Quarter of Fiscal Year 2004-05, basic computer training continued to be provided to employees of the Department of Health Services to enhance their ability to more efficiently use computers in the work environment.	Eighty-four employees of Olive View-UCLA; LAC+USC; King/Drew; and Harbor-UCLA Medical Centers; as well as Rancho Los Amigos National Rehabilitation Center and the Office of Manage Care completed their basic computer training in the 2 nd Quarter of FY 04-05. (To date, 281 DHS employees have completed this training).
3.2	Basic Spanish	To provide DHS employees with basic Spanish language tools and techniques that can be effectively applied in the work setting.	Interactive basic Spanish courses continued to be offered in the 2 nd Quarter of FY 04-05 at various Department of Health Services sites. The classes are held over 12-week periods.	Seventy-two DHS employees completed a Basic Spanish class for health care providers during the 2 nd Quarter of FY 04-05. (To date, 440 employees have completed the training).

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FY 2004/05 Second Quarter Report (October 1, 2004 through December 31, 2004)

Training Goal	Area of Training	Purpose	Status	Number Trained/In Training During Reporting Period
2.2	Specialty Nursing and Nursing Education	To implement training programs to address critical staff shortages in nursing services.	<p>A LVN-to-RN training program was instituted at the East Los Angeles Community College to provide an expedited avenue for interested and qualified licensed vocational nurses in DHS to become registered nurses.</p> <p>A LVN training program for DHS employees was provided at St. Francis Career College. The training concluded in October 2004.</p> <p>Licensed Vocational Nurse training programs were initiated at LAC+USC's School of Nursing and Allied Health and the Olive View/UCLA Medical Center. Instructors from LAUSD provide the training. The training is scheduled from March 2004 through September 2005.</p> <p>A generic Registered Nurse training program for DHS employees was established at the El Camino Community College.</p>	<p>The ten LVNs completed their RN training in July 2004 and are still being prepared to pass the State exam to obtain their RN license. Three have passed their test are now licensed RNs, while another three have taken the test but other educational issues are pending prior to being a license. The other four employees have not yet applied to take the exam.</p> <p>The five graduating students have requested to take the licensure and are awaiting State confirmation as to the date.</p> <p>A total of twenty-eight employees remain the two DHS LVN programs (15 at LAC+USC and 13 at Olive View/UCLA).</p> <p>Thirty-two students continue their registered nurse training at El Camino. The program started in October 2003 and is scheduled to conclude in May 2005.</p>

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Training Goal	Area of Training	Purpose	Status	Number Trained/In Training During Reporting Period
2.2	Training support for nursing	To improve the educational skills and preparation of employees interested in a nursing career	Established contracts with local community colleges to provide training in pre-requisite courses for employees interested in a nursing career.	Fifty-six employees completed WDP-sponsored courses that are required by the colleges' nursing programs (18 in Anatomy at El Camino Community College; 19 in Microbiology at East Los Angeles Community College; and 19 in Physiology at Los Angeles Valley Community College.
2.2	Support skills for nursing personnel	To provide specialized nursing training to enhance the ability of nurses to provide quality care to a diverse patient population.	Programs in EKG interpretation, physical assessment, for newborn, pediatric, and adult patients were conducted at various DHS facilities.	Ten unlicensed personnel attended a 5-day Basic Dysrhythmia (EKG) training program at Harbor-UCLA Medical Center. Twenty-six nurses, who provide care to monitored patients, attended a 3-day Basic Dysrhythmia (EKG) course at Harbor-UCLA Medical Center.